Inventor: Dirk Palenik; John J. Horton; Jess Baker; ReNae Norton
Docket No.: 60027.0190USU1/BS# 030078
Title: Methods and Systems for Communications Device Troubleshooting
Attorney Name: Jeramie J. Keys, Esq.
Phone No.: (404) 954.5040
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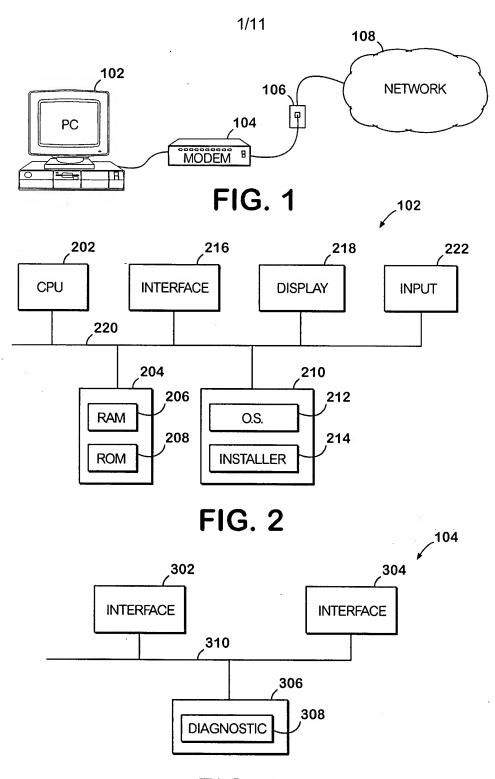


FIG. 3

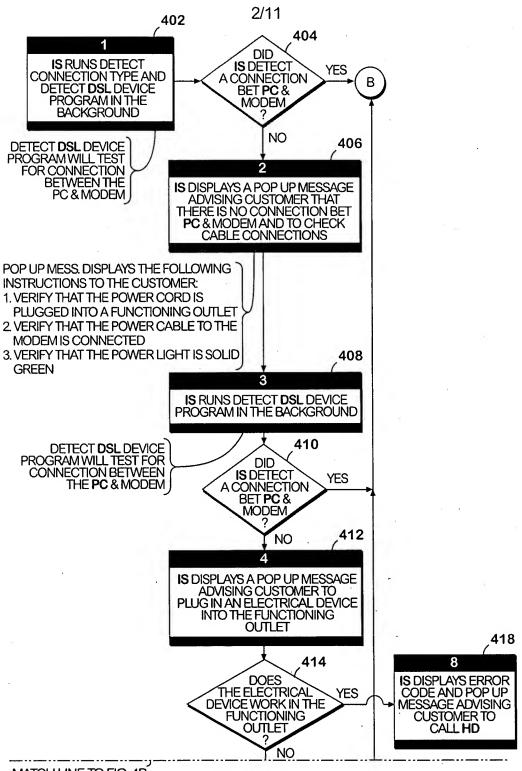
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MATCH LINE TO FIG. 4B

FIG.4A

3/11 MATCH LINE TO FIG. 4A 416 IS DISPLAYS A POP UP MESSAGE ADVISING CUSTOMER THAT THE OUTLET MAY BE MALFUNCTIONING AND TO LOCATE A FUNCTIONING OUTLET 424 IN THE POP UP MESSAGE
THERE WILL BE A RETRY AND
CANCEL BUTTON FOR THE
CUSTOMER TO SELECT 9 IS DISPLAYS ERROR CODE AND POP UP MESSAGE ADVISING CUSTOMER THAT THERE IS NO CONNECTION BETWEEN PC & MODEM AND THAT 420 CANCEL DETECT CUST. SELECTED RETRY OR CANCEL BUTTON BUTTON THE INSTALLATION WILL BE CANCELLED RETRY BUTTON 422 IS RUNS DETECT DSL DEVICE PROGRAM IN THE BACKGROUND 428 DETECT DSL DEVICE PROGRAM WILL TEST FOR CONNECTION BETWEEN THE PC & MODEM IS DISPLAYS A
POP UP
MESSAGE ADVISING
CUSTOMER THAT
THE INSTALLATION
WILL BE
CANCELLED 426 DID YES IS DETECT A CONNECTION BET PC & MODEM NO

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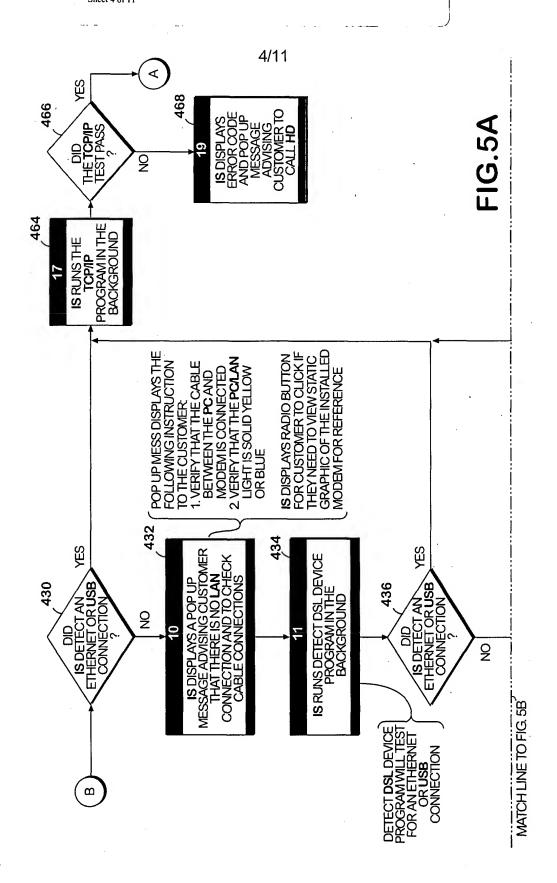
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FIG.4B

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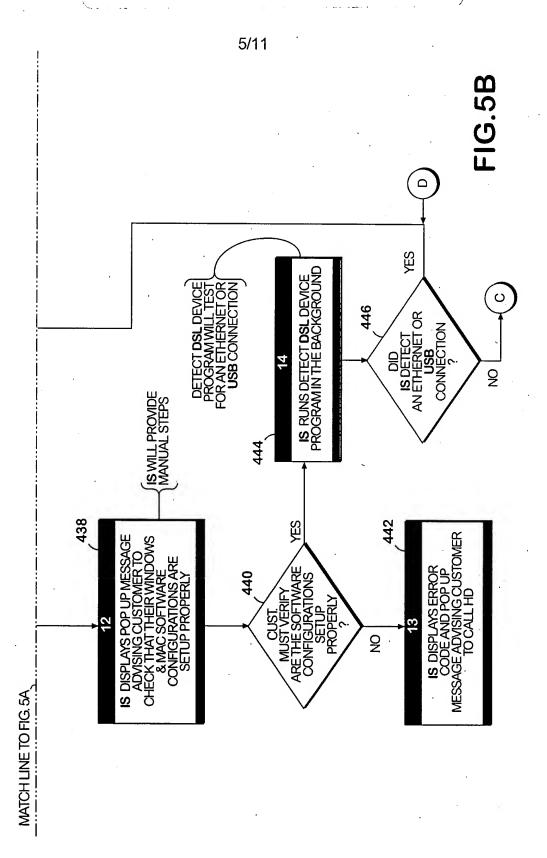


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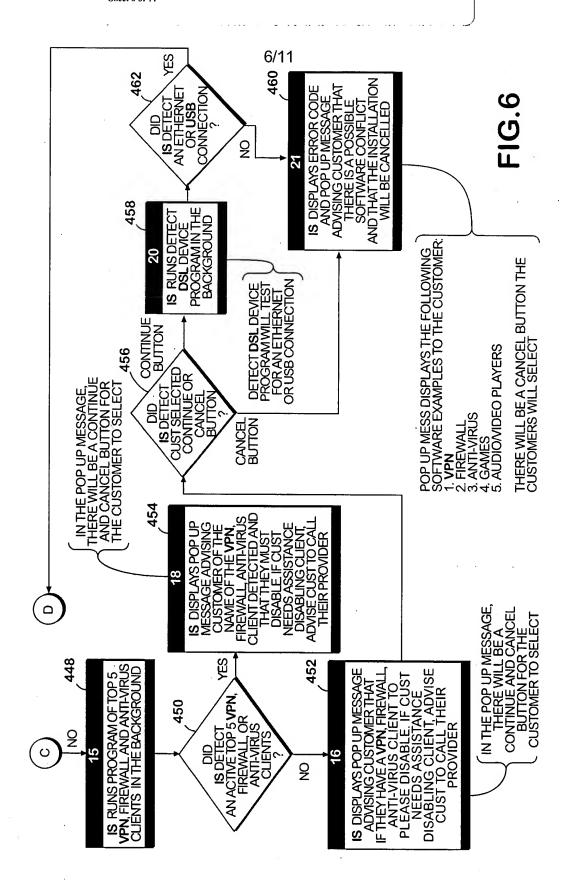
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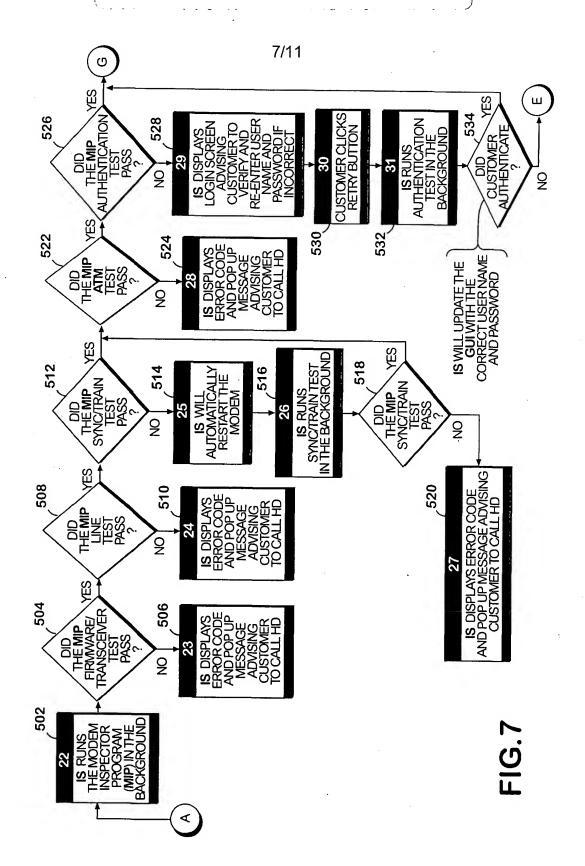
Title: Methods and Systems for Communications Device Troubleshooting Attorney Name: Jeramie J. Keys, Esq.

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8/11 536 IS DISPLAYS LOGIN
SCREEN ADVISING
CUSTOMER TO VERIFY AND
RE-ENTER USER NAME
AND PASSWORD IF
INCORRECT THIS WILL BE THE CUSTOMER'S 3RD LOGIN ATTEMPT AND IS'S 2ND VERIFICATION ATTEMPT IN THE POP UP MESSAGE, IS TO ,538 DISPLAY THE FOLLOWING: 1. YOUR USER NAME AND PASSWORD 33 DID NOT MATCH OUR RECORDS, **CUSTOMER CLICKS** PLEASE TRY AGAIN RETRY BUTTON 2. REMINDER, YOUR USER NAME AND PASSWORD ARE CASE SENSITIVE 3. PLEASE DO NOT TYPE 540 @BELLSOUTH.NET AFTER YOUR **USER NAME** IS RUNS AUTHENTICATION TEST IN THE BACKGROUND 542 DID YES CUSTOMER AUTHENTICATE IS WILL UPDATE THE GUI WITH THE CORRECT USER NAME AND NO PASSWORD 544 35 IS DISPLAYS ERROR CODE AND POP UP MESSAGE ADVISING CUSTOMER TO CALL HD

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FIG.8

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Sheet 9 of 11 9/11 CONTINUE DOWN IS FLOW IS DISPLAYS ERROR CODE AND POP UP MESSAGE ADVISING CUSTOMER TO CALL HD 2 YES IS DISPLAYS ERROR ... CODE AND POP UP MESSAGE ADVISING CUSTOMER THAT THE NETWORK IS DOWN AND TO CALL HD 37 IS DISPLAYS ERROR CODE AND POP UP MESSAGE ADVISING CUSTOMER THAT THE NETWORK IS DOWN AND TO CALL HD 546 DID THE MIP DNS SERVER TEST PASS

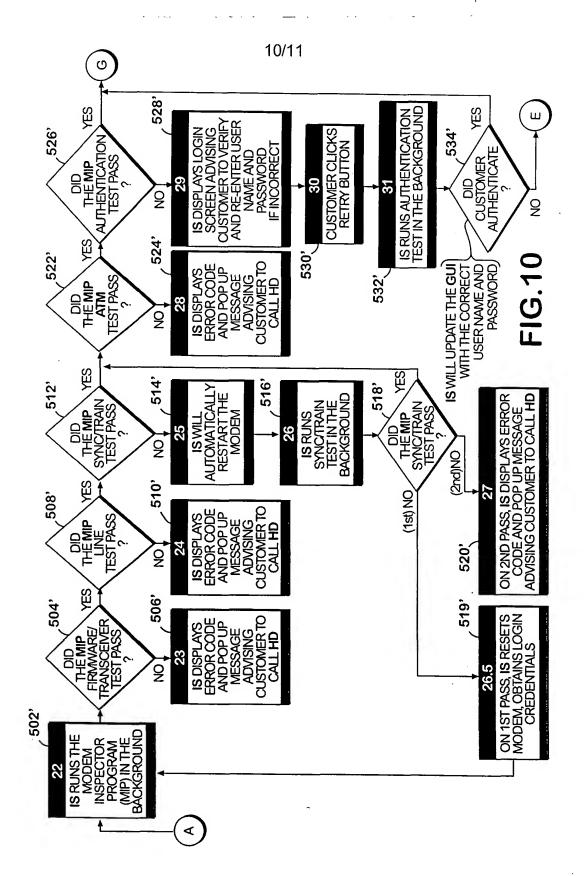
FIG.9

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